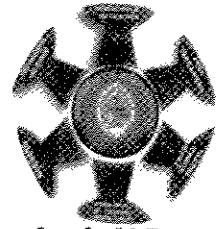




Felix P. Camacho
Governor
Michael W. Cruz, M.D.
Lieutenant Governor

GOVERNMENT OF GUAM
(*Gubetnomenton Guahan*)
DEPARTMENT OF ADMINISTRATION
(*Dipattamenton Atmenestrasion*)
Division of Public Transportation Services

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Lourdes M. Perez
Director
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The Department of Administration-Division of Public Transportation Services (DOA-DPTS) Policy for Engaging Individuals with Limited English Proficiency (LEP)

As part of the Title VI update triennial report, DOA-DPTS formulated its LEP Policy and Implementation Plan.

The Federal Transit Administration (FTA) Office of the Civil Rights handbook for public transportation providers entitled: *"Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons"* has provided some guidance on engaging LEP individuals. The guidance offers a "four-factor analysis" process, which the DOA-DPTS Federal/Special Program Planning Section has used to determine the number and proportion of LEP individuals in Guam and how to cost effectively provide information services to these individuals. The guidance also offers a safe harbor of 5% of the effected population or 1,000 people in the effected neighborhood.

The "four-factor analysis" process includes: first, determining the number and proportion of LEP individuals within the population; second, the frequency with which LEP individuals will come in contact with the program; third, the importance of the program to people's lives; and finally, the resources available to provide translation services.

Firstly, a large number of languages are spoken within the nineteen villages (municipalities) and proportionally the percentage of people speaking a language other than English at home was relatively high. In accordance with Census 2000, the top two languages spoken at home on Guam are Chamorro and the Philippine languages. Chamorro is spoken at home by 11.36% of the island's population from 5 to 17 years of age and 26.39% between 18 years of age and over. The Philippine languages are spoken at home by 10.96% of the region's population from 5 to 17 years of age and 26.40% between 18 years of age and over. Asian or Pacific Island languages are spoken at home by 11.97% of the population from 5 to 17 years old and 19.07% between 18 years and over.

However, the number of people reporting that they also do not speak English at home was exceedingly low at 0.66%. Although Guam is a melting pot of people from different cultures and speaking different languages, the Census 2000 did not gather relevant census data pertaining to the ability of the population to speak English. Instead, DOA-DPTS used the *"Age by Language Spoken at Home by Frequency of English Usage for the Population 5 years and over"*, please see Attachment No. 5. As a result, it is, then, assumed that 0.66% of the population who do not speak English at home conveys that the entire population comprehends the English language "very well". Presently, DOA-DPTS does not provide any neighborhood specific LEP programs or projects. DOA-DPTS reviewed the language characteristics for the entire island and the 5% safe harbor was used. Currently, the safe harbor of 0.66% eligible population (or 918 LEP persons which are less than 1,000 people) is calculated for Guam. Therefore, DOA-DPTS concludes that no written translations on vital documents are required.

Secondly, the frequency and extent with which LEP individuals come into contact with DOA-DPTS programs are estimated to be quite low. DOA-DPTS receives referrals to provide transportation services to other Government of Guam agencies such as: the Department of Public Health and Social Services, Guam Department of Labor, Guam Housing and Urban Renewal Authority, Department of Mental Health and Substance Abuse, Guam Public School System, Department of Integrated Services for Individuals with disabilities, etc. In addition, DOA-DPTS accepts referrals to provide transportation services from numerous non-profit organizations on Guam such as: Catholic Social Services, Guma Mami, GARP SPIMA, etc. As a result, DOA-DPTS has direct contact with LEP individuals. Within the last ten years, DOA-DPTS has obtained only one request to translate vital documents to Braille and came across only one individual who did not speak the English language "very well". Furthermore, our third party transit contractor(s) has not reported any incidents involving language translation/interpretation with LEP persons. In spite of this, DOA-DPTS encourages public comment on its policies, programs, and funding cycles, and therefore would like to increase opportunities for public comment, particularly by historically underserved populations including LEP individuals.

Thirdly, while essential to the long-term livability and economic vitality of Guam, long-range transportation and growth management planning may not be as important of a service to LEP individuals as health care, employment, or financial assistance. However, any opportunity to increase public comment on long-range decision-making is a worthwhile investment. Moreover, DOA-DPTS will intensify its participation in forums and seminars involving LEP organizations to better serve their needs.

Finally, DOA-DPTS has limited financial resources to pursue language translation/interpretation services; therefore, an ideal solution would be to find a low cost point of access for LEP individuals. This gives LEP individuals a way to find out about DOA-DPTS's activities and provides a method for DOA-DPTS to determine the demand for language translation/interpretation services.

DOA-DPTS has established the following policy for providing information to individuals with Limited English Proficiency (LEP):

DOA-DPTS is always seeking opportunities to increase opportunities for public comment on its activities, including policies, programs, and funding cycles. DOA-DPTS is particularly interested in increasing opportunities for historically underserved populations to provide input regarding its planning activities. The results of the "four-factor analysis" showed that there is not a great need for language translation/interpretation services, but that it is a good time to find a starting place for providing access to individuals with Limited English Proficiency. The analysis showed that the greatest benefits would be for people who speak Chamorro and the Philippine Languages.

Presently, as part of Guam Energy Office (GEO) marketing strategy to encourage the public to ride Guam's public transit system, GEO is running radio commercials. DOA-DPTS will request to GEO to translate these commercials to Chamorro, the Philippine Languages, Chuukese, and Korean. Moreover, Guam CEDDERS has assisted DOA-DPTS on its marketing efforts to entice the public to ride the Guam's public transit system. Guam CEDDERS has printed bumper stickers for distribution in both English and Chamorro languages, please see Attachment No. 6.

In the foreseeable future, DOA-DPTS may consider purchasing online services that would offer instant translation of DOA-DPTS Website, if funding availability permits. Currently, DOA-DPTS does not recommend this option due to the high cost of the service.

DOA-DPTS has come up with a creative solution to provide the starting place for Chamorro and the Philippine languages speaking individuals. DOA-DPTS has created a list of all staff members who speak a second language. Three individuals on DOA-DPTS staff speak Chamorro and two persons speak the Philippine Languages. They volunteered to be the point of contact for the public.

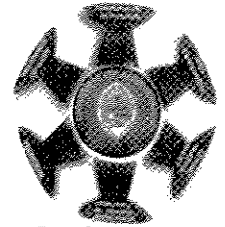
LISTING OF DOA-DPTS STAFF MEMBERS WHO SPEAK A SECOND LANGUAGE	
CHAMORRO	PHILIPPINE LANGUAGES - Tagalog & Ilocano
1.) Felixberto R. Dungca, Jr., Chief Planner	1.) Myra Abaya, Administrative Officer
2.) Rudy P.L. Cabana, Planner III	1.) Rally M. Pilipina, Planner II
3.) Emeline A. Pereira, Program Coordinator II	



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DOA-DPTS Language Implementation Plan

In fiscal year 2008, the Department of Administration-Division of Public Transportation Services (DOA-DPTS) has developed the attached LEP implementation plan as part of DOA-DPTS Title VI update triennial report.

The plan's contents are consistent with the guidelines for an effective language implementation plan conveyed in the U.S. Department of Transportation-Federal Transit Administration's *"Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons"* dated April 13, 2007.

The attached plan guides and coordinates each section of the transit organization to carry out language assistance activities in conjunction with the following activities that are recommended in the DOT LEP Guidance in formulating LEP implementation plan:

1. Identifying LEP individuals who need language assistance;
2. Providing language assistance measures;
3. Training staff;
4. Providing notice to LEP persons of the availability of language assistance;
5. Monitoring and updating the LEP plan.

The results of the "Four-Factor Analysis" clearly indicate that there is no great or immediate need for oral language services (interpretation) and written language services (translation). As a direct result, DOA-DPTS is not required by Title VI requirements to implement DOA-DPTS LEP Plan. However, DOA-DPTS will implement the DOA-DPTS LEP Plan, as funding is available.

Capital Projects & Facilities

ITEM	FY08	FY09	FY10
Assess the LEP population in areas affected by construction. <ul style="list-style-type: none"> Identify businesses and residents who are LEP along the DOA-DPTS's projects to be inputted in DOA-DPTS's database for analysis. Develop an outreach plan targeting LEP residents and businesses in construction areas. 			X
Provide the assistance of on-call interpreter services upon request for DOA-DPTS public meetings such as public hearings of proposed capital projects and facilities (DOA-DPTS will notify the community about the availability of interpretive services).			X
Translate vital documents upon request.			X
Provide notification of the right to free language assistance on non-vital but important outreach documents			X

Legal/Human Resources

ITEM	FY08	FY09	FY10
Develop/review/amend contract language to ensure all third party contractors providing goods and services for DOA-DPTS are in compliance with Title VI regulations (Title VI of the Civil Rights Act of 1964, "Nondiscrimination under Programs Receiving Federal Financial Assistance through the U.S. Department of Transportation").		X	
Determine which DOA-DPTS documents meet the definition of "vital documents"; stay aware of new documents that may be considered "vital".		X	
Develop program and train frontline and other key staff in: <ul style="list-style-type: none"> • awareness of type of language services available • how staff and/or LEP customers can obtain these services • how to respond to LEP callers • how to respond to correspondence from LEPs • how to respond to LEPs in person • how to document LEP needs • how to respond to civil rights complaints. 			X
Incorporate LEP plan information into the new DOA-DPTS/third party transit bus contractor(s) employee orientation and handbook.			X

Operations

ITEM	FY08	FY09	FY10
Provide training to operators, dispatchers, and other frontline employees in LEP policies and procedures.			X
Coordinate training with DOA-DPTS's Human Resources.			X

Diversity & Transit Equity

ITEM	FY08	FY09	FY10
Identify areas within the service district that have high concentrations of LEP individuals as per: <i>"Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons"</i> .			X
Perform an evaluation of DOA-DPTS's LEP plan to measure its effectiveness and to determine the need to update the LEP plan every two years. The evaluation will: <ul style="list-style-type: none"> • determine the number of LEP individuals in DOA-DPTS's service district; • assess whether existing language assistance services are meeting the needs of clients with LEP; • assess whether staff members understand DOA-DPTS's LEP policies and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible; • seek feedback from LEP communities, including customers and community organizations, about the effectiveness of DOA-DPTS's LEP plan. 			X

Marketing & Customer Services

ITEM	FY08	FY09	FY10
Provide telephone interpretation for basic transit questions and trip planning assistance in virtually any language.			X
Establish competency standards for interpreters and translators.			X
Draft a DOA-DPTS policy stating that all interpretation and written translation must be performed by approved vendors/individuals whose competency has been established.			X
Add questions to DOA-DPTS annual Disadvantage Business Enterprise (DBE) Surveys to assess respondents' English proficiency and primary spoken language.		X	
Develop a process for determining: <ul style="list-style-type: none"> if a particular document needs to be translated; into which languages it should be translated. 			X
Establish an agency-wide workflow whereby all written translation requests are routed through and managed to ensure consistency.			X
Translate identified vital documents identified including: <ul style="list-style-type: none"> signage that communicates hazardous pedestrian access in areas of high LEP concentration; signage that indicates prohibited behavior in areas of high LEP concentration. 			X
Place a notice of right to language assistance, at no cost, on important outreach documents and on DOA-DPTS's website.			X
Develop formal procedures for documenting the number of requests by LEPs for ticket/pass purchases.			X
Provide information in multiple languages about DOA-DPTS's complaint process.			X
Identify routes serving areas with high concentrations of LEP individuals.			
Identify service disruptions in areas with high concentrations of LEP individuals and translate appropriate signage.			X
Create procedures for responding to foreign language correspondence and communication.			X
Day-to-day administration of LEP program, ensuring compliance and correct implementation.			X

Additional Services

FFEM	FY08	FY09	FY10
Provide key transit information online such as transit schedules in Chamorro/Tagalog (The two most commonly spoken foreign languages on Guam.)		X	
Place foreign-language ads in publications serving second language populations to demonstrate DOA-DPTS's commitment to full information; to share current significant, service-related announcements; to increase comfort levels regarding access to information in a native language.		X	
Provide one-on-one and group travel training upon request to LEPs by working through contracted language interpreters.			X
Establish partnerships and work closely with community organizations that serve LEP populations.			X
Design new pictograms with community input to replace text in signage when possible.			X
Enroll costumer service personnel in Chamorro and Tagalog classes at the University of Guam.			X
Identify service changes affecting areas with high concentrations of LEP individuals and develop mitigation strategies.			X
Establish the customer service section as one-stop LEP info center for the division.			X
Survey DOA-DPTS staff to determine existing bilingual resources.	X		
Develop standards to certify DOA-DPTS staff as qualified translators and/or interpreters.		X	